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OPENING DOORS

Sharpening Your Competitive Edge



OPENING DOORS

The challenge we face in the business community is to shoulder our share of the responsibility for ensuring that people have the fundamental skills to meet the expectations of their employers and of their customers and that they have the requisite retraining and redevelopment.

Dr. Tim O'Neill, Executive Vice-President and Chief Economist, Bank of Montreal,
from a speech delivered to the Toronto Board of Trade on May 22, 2002

Une publication équivalente est disponible en français sous le titre suivant :

Portes ouvertes : Accroître votre avantage concurrentiel

This publication is available on the website of the
Ministry of Education and the Ministry of Training,
Colleges and Universities, at <http://www.edu.gov.on.ca>.



OPENING DOORS TO STRENGTHEN YOUR COMPANY'S PERFORMANCE

In today's competitive marketplace, a company's performance is directly tied to the skills of its executives and skilled workers.

To build a strong economy, Ontarians need to be at their best. That means everyone must have access to job opportunities and must be treated fairly.

A strong economy can only be built with a well-educated and highly skilled workforce. The Ontario government will support the creation of such a workforce by expanding capacity in universities and colleges, freezing tuition for current students, significantly increasing the number of apprentices in the skilled trades, and ensuring that internationally trained professionals and tradespeople have the opportunity to continue their careers in Ontario.

The government recognizes that many businesses invest in the development of a skilled workforce. To support and help increase such investment, the Ontario government has proposed in its 2004 Budget a new Apprenticeship Training Tax Credit.

The government proposes to transform the training and apprenticeship system by creating a *One-Stop Training and Employment System* that will integrate training and employment programs. This new, streamlined system will benefit apprentices, immigrants, unemployed individuals, and young people in transition from school to work by improving access to these programs. It will also be more efficient in meeting the needs of employers for skilled workers.

Employers have a major role to play in skills training – whether it is sharing their understanding of what is needed or sharing their experience and skills with new employees.

Ontarians need and deserve a seamless and efficient skills-training system for the twenty-first century. Working together, we can create new opportunities for employee training that will contribute to your company's competitiveness and make our economy stronger.

This guide is intended to provide you with an easy-to-use summary of the training programs, employment programs, and resources that the Government of Ontario makes available to employers.



To find out more, go to
www.edu.gov.on.ca then scroll
to the **Spotlight** section and click on
Opening Doors to a Skilled Workforce



TRAINING AND EMPLOYMENT PROGRAMS AND RESOURCES AT A GLANCE

In the following chart, programs and resources are organized according to five categories:

- employee training programs
- recruiting new employees or trainees
- employer tax credits
- critical skills development programs
- programs and resources related to economic trends and human resources planning

To help you quickly locate information that is appropriate to your needs, the chart also indicates the focus area or group served by each of the programs and resources listed.

Program/Resource Category and Rationale	Focus Area or Group	Program/Resource Name	Page
Employee training programs help employers develop the skills and knowledge of their employees.	General	Apprenticeship Training	4
		Literacy and Basic Skills Program	7
Programs to assist employers in recruiting new employees or trainees bring together appropriate job candidates and employers. Some of these programs are sources of wage support.	General	Job Connect	9
		Apprenticeship Training	4
	Immigrant	Credential Evaluation Services	9
	Youth	Pre-Apprenticeship Training Program	9
		Ontario Youth Apprenticeship Program	10
		Passport to Prosperity	10
		Ontario Summer Jobs	11
	Adult	Ontario Works	10
Employer tax credits provide tax incentives for hiring students enrolled in cooperative education programs and leading-edge technology programs. In its 2004 Budget, the Ontario government also proposed a new Apprenticeship Training Tax Credit.	Students and Apprentices	Proposed Apprenticeship Training Tax Credit	12
		Ontario Cooperative Education Tax Credit	12
Critical skills development programs help maintain business competitiveness by expediting the recruitment of qualified immigrants in strategic skills areas and helping firms adjust to changing economic needs.	Immigrant	Bridge Training for Skilled Immigrants	14
	Sectoral	Sector Initiatives Fund	1
Programs and resources related to economic trends and human resources planning provide regularly updated research on and analysis of market-based economic trends. They also provide recommendations for the delivery of training resources that meet market and community needs.	General	Local Training Boards	16
		Adjustment Advisory Program	16
		One-Stop Training and Employment System	16

Augmenting employees' employability skills in different trade areas has made them more versatile, increased their motivation, and resulted in enhanced job performance.

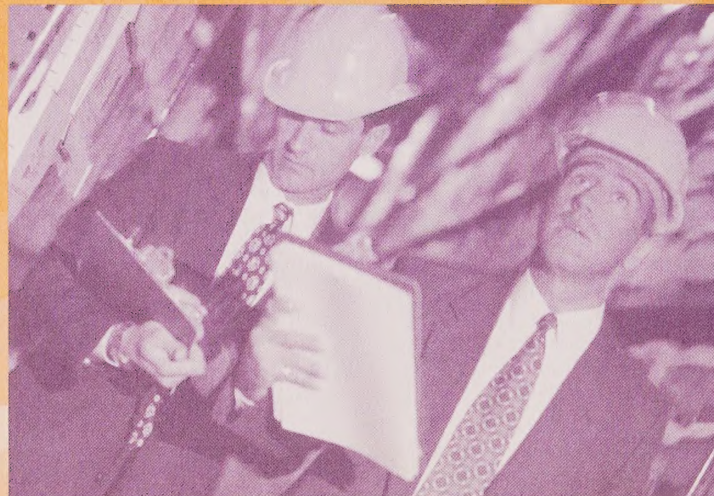
Conference Board of Canada, Case Study 5,
Dofasco Inc.'s Trade Assist Program, August 1998

APPRENTICESHIP TRAINING

Certified skilled workers are trained through Ontario's apprenticeship training system. The Ontario government will create a stronger, more flexible, and more integrated apprenticeship system that will be more accessible both to people entering the skilled trades and to the employers who hire them. This way, we will increase the number of apprentices across Ontario, providing the skilled tradespeople that our province needs.

In its 2004 Budget, the Ontario government proposed a new Apprenticeship Training Tax Credit. Currently, provincial tax credits are available to private sector employers who are paying the wages or salary of previously unemployed postsecondary graduates or co-op students. The proposed tax credit would also help businesses invest in upgrading the skills of their current workers. (See page 12 for information about employment-related tax credits.)

In addition, fifteen hundred \$1,000 scholarships would be made available annually for individuals who return to complete high school and who enter apprenticeships. Employers hiring



apprentices under this program would receive a \$2,000 signing bonus for each apprentice.

Young people who are completing high school can be recruited to become skilled workers through the Ontario Youth Apprenticeship Program. (See page 10 for more information about this program.)

Modular apprenticeship training programs are short-term, competency-based programs designed by the Ontario government in consultation with industry. More information about modular training is available through the local offices listed on the opposite page.

FOR MORE INFORMATION

CALL: 1-888-JobGrow or (416) 326-5656

VISIT: www.edu.gov.on.ca/eng/training/apprenticeship/appren.html

LOCAL OFFICES OF THE MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES DEALING WITH APPRENTICESHIP TRAINING

Barrie Regional Office

Ontario Government Building
34 Simcoe Street
Barrie ON L4N 6T4
Telephone: (705) 737-1431
or 1-800-560-3821
Fax: (705) 737-5684

Belleville Area Office

1 Bridge Street East
3rd Floor, Canada Trust Building
Belleville ON K8N 5N9
Telephone: (613) 968-5558
or 1-800-953-6885
Fax: (613) 968-2364

Brantford Area Office

515 Park Road North, Suite 7
Brantford ON N3R 7K8
Telephone: (519) 756-5197
Fax: (519) 756-0724

Brockville Area Office

Ontario Government Building
P.O. Box 1511
10 Oxford Street
Brockville ON K6V 5Y6
Telephone: (613) 342-5481
or 1-877-417-9333
Fax: (613) 342-9299
Note: Closed Tuesdays and Thursdays

Chatham Area Office

1023 Richmond Street
P.O. Box 220
Chatham ON N7M 5K3
Telephone: (519) 354-2766
or 1-800-214-8284
Fax: (519) 354-3094
Note: Closed afternoons, except Tuesdays

Cornwall Area Office

55 Water Street West, Suite L-50
Cornwall ON K6J 1A1
Telephone: (613) 938-9702
or 1-877-668-6604
Fax: (613) 938-6627

Hamilton District Office

Ontario Government Building
119 King Street West, 5th Floor
Hamilton ON L8P 4Y7
Telephone: (905) 521-7764
or 1-800-668-4479
Fax: (905) 521-7701

Kenora Area Office

810 Robertson Street, Suite 105
Kenora ON P9N 4J5
Telephone: (807) 468-2879
or 1-800-734-9572
Fax: (807) 468-2881

EMPLOYEE TRAINING PROGRAMS

Kingston Area Office

1055 Princess Street, Suite 404
Kingston ON K7L 5T3
Telephone: (613) 545-4338
or 1-877-220-2721
Fax: (613) 545-1204

London Area Office

217 York Street, Suite 201
London ON N6A 5P9
Telephone: (519) 675-7788
or 1-800-265-1050
Fax: (519) 675-7795

Mississauga Regional Office

The Emerald Centre
10 Kingsbridge Garden Circle, Suite 404
Mississauga ON L5R 3K6
Telephone: (905) 279-7333
or 1-800-736-5520
Fax: (905) 279-7332

North Bay Area Office

Northgate Plaza
1500 Fisher Street, 2nd Floor
North Bay ON P1B 2H3
Telephone: (705) 495-8515
or 1-800-236-0744
Fax: (705) 495-8517

Ottawa District Office

1355 Bank Street, Suite 703
Ottawa ON K1H 8K7
Telephone: (613) 731-7100
or 1-877-221-1220
Fax: (613) 731-4160

Owen Sound Area Office

Nor-Towne Plaza
1131 2nd Avenue East, Suite 108
Owen Sound ON N4K 2J1
Telephone: (519) 376-5790
or 1-800-838-9468
Fax: (519) 376-4843

Pembroke Area Office

169 Lake Street
Pembroke ON K8A 5L8
Telephone: (613) 735-3911
or 1-800-807-0227
Fax: (613) 735-6452

Peterborough Area Office

Ontario Government Building
306 George Street North
Peterborough ON K9J 3H2
Telephone: (705) 745-1918
or 1-877-433-6555
Fax: (705) 745-1926

Pickering Regional Office

1420 Bayly Street, Unit 1
Pickering ON L1W 3R4
Telephone: (905) 837-7721
or 1-800-461-4608
Fax: (905) 837-6726
or 1-800-461-5385

St. Catharines Area Office

301 St. Paul Street, 9th Floor
St. Catharines ON L2R 7R4
Telephone: (905) 704-2991
or 1-800-263-4475
Fax: (905) 704-2985

Sarnia Area Office

1319 Exmouth Street, Suite 101
Sarnia ON N7S 3Y1
Telephone: (519) 542-7705
or 1-800-363-8453
Fax: (519) 542-3391

Sault Ste. Marie District Office

70 Foster Drive, 1st and 2nd floors
Roberta Bondar Place
Sault Ste. Marie ON P6A 6V4
Telephone: (705) 945-6815
or 1-800-236-8817
Fax: (705) 945-6818

Sudbury Area Office

450 Notre Dame Avenue
Sudbury ON P3C 5K8
Telephone: (705) 564-3030
or 1-800-603-5999
Fax: (705) 564-3033

Thunder Bay Regional Office

28 Cumberland Street North, 3rd Floor
Thunder Bay ON P7A 4K9
Telephone: (807) 345-8888
or 1-800-439-5493
Fax: (807) 768-2536

Timmins Area Office

1270 Highway 101 East
Ontario Government Building
P.O. Bag 3095, C WING
South Porcupine ON P0N 1H0
Telephone: (705) 235-1950
or 1-877-275-5139
Fax: (705) 235-1955

Toronto District Office
625 Church Street, 1st Floor
Toronto ON M7A 2B5
Telephone: (416) 326-5800
or (416) 326-5775
Fax: (416) 326-5799

Waterloo Area Office
285 Weber Street North
Waterloo ON N2J 3H8
Telephone: (519) 571-6009
or 1-800-265-6180
Fax: (519) 571-6047

Windsor Area Office
1427 Ouellette Avenue, 2nd Floor
Windsor ON N8X 1K1
Telephone: (519) 973-1441
or 1-800-663-5609
Fax: (519) 973-1415

LITERACY AND BASIC SKILLS PROGRAM

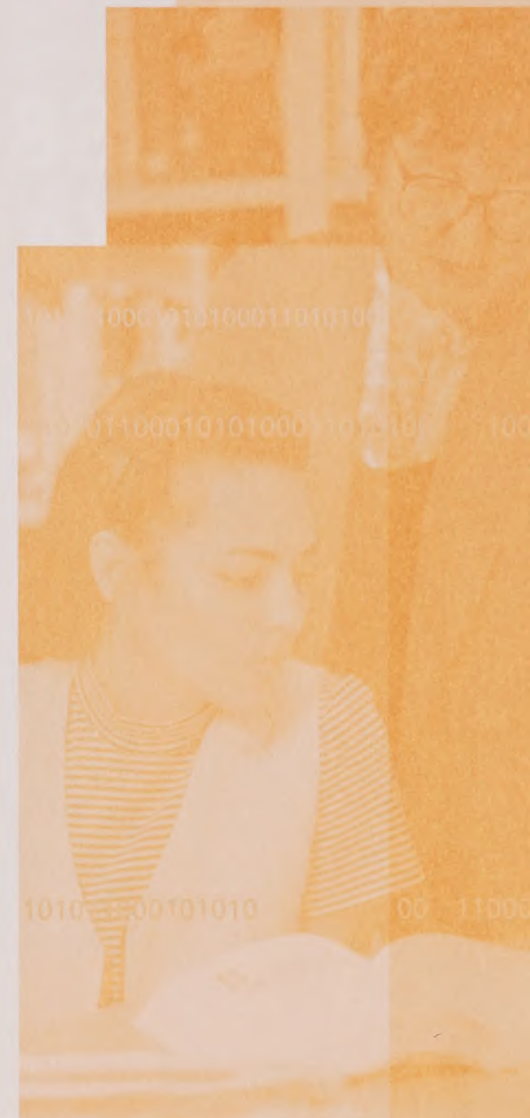
Literacy and basic skills training is available free of charge at agencies delivering the province's Literacy and Basic Skills Program. The program is designed to help individuals who want to strengthen their foundation skills in areas such as reading, writing, and numeracy, as well as essential skills in areas such as basic computer operation. Employees are encouraged to bring work materials with them so that instructors can focus on the actual skills required by the employees' jobs.

Workforce literacy programming is delivered by community-based agencies, school boards, and community colleges. These agencies and institutions can also help employers design essential skills training to meet the changing needs of their employees and their workplace, and can provide training on a fee-for-service basis.

FOR MORE INFORMATION

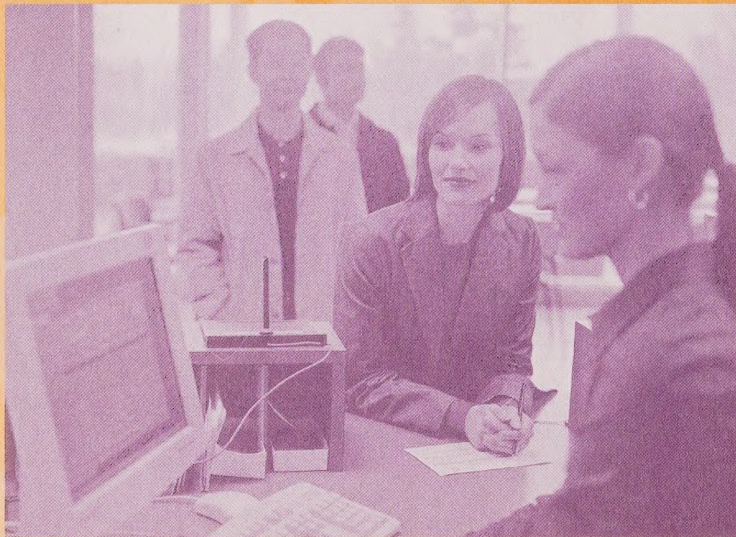
CALL: 1-888-JobGrow or (416) 326-5656

VISIT: www.edu.gov.on.ca/eng/training/literacy/main.html (This website contains general information about literacy in Ontario and a detailed description of program administration.)



Call for more information:

**1-888-JobGrow or
(416) 326-5656**



The Ontario government will expand programs for co-op placement and apprenticeship training. We will require that all young people continue their education, either in the classroom or in approved training experiences in the workplace, until they reach the age of 18 or until they graduate.

RECRUITING NEW EMPLOYEES OR TRAINEES

JOB CONNECT

Job Connect can provide you with people who are ready to work. You can post employment opportunities in any local Job Connect office. Job Connect can also provide some assistance in pre-screening potential employees so that the skills, employment goals, and interests of applicants are matched to your hiring needs. Financial support is available for trainee placements. These services are available at more than 120 sites across the province.

FOR MORE INFORMATION

CALL: 1-888-JobGrow or (416) 326-5656

VISIT: www.edu.gov.on.ca/eng/training/cepp/cepp.html

CREDENTIAL EVALUATION SERVICES

If you are interested in hiring someone who was trained outside Canada, you will want an accurate assessment of his or her academic credentials.

World Education Services (WES) is the leading foreign credential evaluation service in North America, producing more than 45,000 evaluation reports annually. WES was contracted to provide academic credential evaluations in Ontario because of the service's successful track record and its ability to meet the needs of a wide range of businesses and academic clients.

A WES evaluation report analyses a candidate's academic training and credentials and identifies the Canadian equivalents. Employers can use the service themselves or refer job applicants to it.

FOR MORE INFORMATION

CALL: (416) 972-0070 or toll-free 1-866-343-0070

VISIT: www.wes.org/ca

WRITE: World Education Services

45 Charles Street East, Suite 700

Toronto ON M4Y 1S2

World Education Services is recognized and funded, in part, by the Government of Ontario.

PRE-APPRENTICESHIP TRAINING PROGRAM

Pre-apprenticeship training is designed to bridge the gap that may exist between the skills employers need and the learning and experience of people seeking employment. The program helps potential entrants to the apprenticeship system develop their job skills and trade readiness so that they will be prepared to gain employment as apprentices.

FOR MORE INFORMATION

CALL: 1-888-JobGrow or (416) 326-5656

VISIT:

www.edu.gov.on.ca/eng/training/apprenticeship/appren.html

or contact a local office of the Ministry of Training, Colleges and Universities. (See pages 5-7 for a list of these offices.)

ONTARIO YOUTH APPRENTICESHIP PROGRAM

This high school program gives students the opportunity to work towards a career in a skilled trade. Students can be recruited into apprenticeships through work placements, summer jobs, or training plans that lead to employment.

To learn more about this program, contact your local high school or school board and ask for the coordinator of the cooperative education program or the Ontario Youth Apprenticeship Program coordinator.

FOR MORE INFORMATION

CALL: 1-888-JobGrow or (416) 326-5656

VISIT: www.edu.gov.on.ca/eng/training/apprenticeship/skills/oyap.html
or contact a local office of the Ministry of Training, Colleges and Universities.
(See pages 5-7 for a list of these offices.)

PASSPORT TO PROSPERITY

Passport to Prosperity encourages employers to provide opportunities for high school students to explore careers and develop workplace skills and experience.

Employers who have responded to Passport to Prosperity have found that providing work experiences to students helps build the local talent pool. Work experiences create better-prepared workers and potentially reduce time-consuming and costly recruiting, hiring, and training efforts.

Local business-education councils will help you connect with local schools.

FOR MORE INFORMATION

CALL: 1-888-JobGrow or (416) 326-5656

VISIT: www.edu.gov.on.ca/passport
for the business-education council nearest you.

ONTARIO WORKS

Ontario Works offers you the opportunity to extend job-specific skills training to people who are receiving social assistance. In addition, the program provides assistance with pre-screening, matching, and hiring.

FOR MORE INFORMATION

CALL: 1-888-789-4199

VISIT: [www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioWorks/
Publications/broch-employers.html](http://www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioWorks/Publications/broch-employers.html)

ONTARIO SUMMER JOBS

Hiring students during the summer provides you with workers who are ready to take on seasonal projects and/or who can replace vacationing full-time employees.

The Ontario Summer Jobs strategy has two components:

- Summer Jobs Service
- Summer Company

Details about both are provided in the following chart. Other levels of government provide additional help to students in their search for summer work.

SUMMER JOBS SERVICE

Program description:

Wage support of \$2 per hour is available to businesses and farms, as well as to not-for-profit and other community organizations. Local colleges or youth employment centres screen applicants to match them to your job needs.

Students eligible to participate:

Students and young people aged 15 to 24, or up to 29 years of age in the case of persons with disabilities, who are planning to return to school in the fall are eligible.

Duration of services:

Wage support for jobs can last up to 16 weeks, and these weeks must be between the beginning of April and the end of September.

SUMMER COMPANY

Program description:

Student entrepreneurs are matched with local business leaders, who provide support and advice to the students about running their summer businesses.

Students eligible to participate:

Students aged 15 to 29 who are returning to school are eligible.

Duration of services:

Businesses may operate between April 1 and December 31.

FOR MORE INFORMATION

CALL: 1-888-JobGrow or (416) 326-5656



TAX CREDITS

PROPOSED APPRENTICESHIP TRAINING TAX CREDIT

In its 2004 Budget, the Ontario government proposed a new Apprenticeship Training Tax Credit. This tax credit would provide private sector employers with up to \$15,000 for the first 36 months of training for apprentices in qualifying skilled trades. Depending on the size of the business, the refundable tax credit would reimburse employers for 25 per cent to 30 per cent of the cost of wages for eligible apprenticeships. Qualifying skilled trades would include designated construction, industrial, and motive power trades, as well as the service trades eligible under the apprenticeship component of the Ontario Cooperative Education Tax Credit (see below).

ONTARIO COOPERATIVE EDUCATION TAX CREDIT

If you are a private sector employer, you can receive tax credits for hiring university, college, or vocational school students enrolled in cooperative education programs and leading-edge technology programs. The tax credit provides 10 per cent (or 15 per cent in the case of small businesses) of the employee's salary or wages, to a maximum of \$1,000 for the duration of each four-month placement for each student.

FOR MORE INFORMATION ON TAX CREDIT PROGRAMS

CALL: 1-888-JobGrow or (416) 326-5656

VISIT: www.gov.on.ca/FIN/english/tax/2004/tb04e2.htm

www.gov.on.ca/FIN/english/tax/1997/info2-en.htm

CRITICAL SKILLS DEVELOPMENT PROGRAMS

The Ontario government will promote on-the-job training in high-demand areas.



Developing your employees' skills in areas that improve your company's ability to compete in the new economy requires teamwork from all sectors. The Ontario government is bringing together employers, educators, and trainers to develop effective solutions to the problem of local skills shortages.

As part of this effort, the government is working to speed the integration of qualified immigrants in strategic skills areas into our workforce. The government is committed to eliminating barriers to certification for internationally trained individuals who want to continue in their chosen career in this province.

A poll conducted for the federal government by Ekos Research Associates showed a groundswell of public support for the notion that skills and knowledge are the "linchpin" for Canada's innovation and global success.

The Toronto Star, June 21, 2001

Research by the Canadian Labour Market and Productivity Centre shows that half of the skills of technical workers are obsolete within three to seven years after the workers complete their education.

BRIDGE TRAINING FOR SKILLED IMMIGRANTS

Bridge Training supports the development and implementation of sustainable projects that expedite licensing and accreditation of qualified immigrants for employment in strategic skills areas. Projects are offered by sector-based partnerships including employers, educational institutions, occupational regulatory bodies, and community agencies.

Projects are being developed, and some are already under way, in the following professional and trades sectors:

- biotechnology
- health care (nursing, midwifery, pharmacy, medical radiation, medical laboratory science, respiratory therapy)
- information technology
- teaching
- construction trades (plumbing, sheet metal, carpentry)
- precision machining and tooling (general machining, mould making, pattern making, tool and die making, machine tool building/integrating)
- engineering and engineering technology

The Ontario government supports Career Bridge, a program that provides employers in the Greater Toronto Area with access to qualified, experienced, and skilled immigrants in the areas of information technology, engineering, manufacturing, sales and marketing, and accounting and finance. For more information, visit www.careerbridge.ca.

Too many new Ontarians are being prevented from fully participating in our economy. To build a strong economy, we need everyone to be at their best. That means everyone must have an opportunity to work and everyone must be treated fairly.

FOR MORE INFORMATION

CALL: 1-888-JobGrow or (416) 326-5656

VISIT: www.edu.gov.on.ca/eng/general/postsec/openingdoors/international

Canadian Manufacturers and Exporters (CME), in collaboration with the Ministry of Training, Colleges and Universities, has put together information to help employers hire skilled immigrants. To learn more, visit www.cme-mec.ca, select the Ontario Division site, look for "Programs & Projects", and scroll to "Business Results Through Hiring Internationally Trained Workers". A link is provided there to a booklet called "Take a Look at What's Working", which features case studies about internationally trained workers in Canada. Copies can also be obtained by calling CME at 905-568-8300, ext. 257.

SECTOR INITIATIVES FUND

The Sector Initiatives Fund helps industry sectors and organizations develop training programs, standards, and materials for their workforces. This approach encourages the sector-wide research and planning needed to address skills gaps.

Sectoral collaboration enables many firms to contribute to and benefit from training that is beyond the capacity of an individual company. It also provides a foundation for accreditation for skills training and for the development of provincial and national training standards.

FOR MORE INFORMATION

CALL: 1-888-JobGrow or (416) 326-5656

E-MAIL: info@edu.gov.on.ca for inquiries to the ministry.



PROGRAMS AND RESOURCES RELATED TO ECONOMIC TRENDS AND HUMAN RESOURCES PLANNING

LOCAL TRAINING BOARDS

Understanding the local economic and labour market climate will help you plan more effectively and spot business opportunities. Labour market information is available from your local training board.

FOR MORE INFORMATION

CALL: 1-888-JobGrow or (416) 326-5656

VISIT: www.localboards.on.ca

ADJUSTMENT ADVISORY PROGRAM

The Adjustment Advisory Program (AAP) helps various client groups, from individual firms and employee groups to industry sectors and communities, deal with the immediate effects of plant closures and downsizings. It also assists these groups in anticipating and preparing for changes in the labour market.

The AAP supplies advisory and financial assistance to its clients to help them adjust to the effects, and/or to the threat, of job loss in the workplace. AAP advisers help clients identify their needs and secure appropriate support, including career counselling, training, referral, and job search skills training.

FOR MORE INFORMATION

CALL: 1-888-JobGrow or (416) 326-5656

VISIT: www.edu.gov.on.ca/eng/training/aap/aapeng.html

ONE-STOP TRAINING AND EMPLOYMENT SYSTEM

The provincial government proposes to transform the training and apprenticeship system by creating a One-Stop Training and Employment System that integrates programs to better serve the needs of apprentices, immigrants, unemployed individuals, and young people in transition from school to work. The One-Stop system will improve access to programs and will respond more efficiently to employers' needs for skilled workers.

The One-Stop Training and Employment System will:

- create one-stop local planning and delivery services to meet labour market needs; and
- increase the number of new entrants into apprenticeship training to 26,000 annually by 2007-08.



OPENING DOORS



Printed on recycled paper
04-033 ISBN 0-7794-6783-3



Ontario

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